

# LNPA Working Group

## *Status Report to NANC*

May 17, 2011

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### □ **LNPA WG Best Practice on Porting “Projects”:**

- Since the inception of Local Number Portability in 1997, Service Providers have established varying maximum thresholds in terms of the quantity of telephone numbers on an incoming port request for which they can support a requested due date of 4 business days (1 day Firm Order Confirmation [FOC] plus 3 day due date).
- Incoming port requests with quantities above the Old Service Provider’s maximum threshold, typically called “projects,” may result in a longer interval for the return of the Customer Service Record (CSR), the Firm Order Confirmation (FOC), and a due date that is negotiated between the Old Service Provider and the New Service Provider, which is dependent on the size and complexity of the port.
- There currently is no industry standard on what may be considered a project by the Old Service Provider in a port.
- At the March 9, 2011 NANC meeting, the LNPA WG presented and received NANC endorsement of a Best Practice on standard minimum thresholds and intervals for projects. This Best Practice was subsequently revised and approved by the LNPA WG only to incorporate the required intervals for simple ports in the Best Practice. None of the approved and endorsed intervals for non-simple ports and projects were modified in the revised Best Practice. The approved Best Practice 67 is appended to this report as Appendix A.
- Also at the March 9, 2011 NANC meeting, the LNPA WG was instructed to develop and submit to the NANC a recommendation for revisions to the NANC LNP Provisioning Flows in support of the approved and endorsed Best Practice 67. The LNPA WG’s recommendation is also appended to this report as Appendix B.
- The LNPA WG respectfully requests that the NANC again endorse this approved Best Practice 67 and its recommendation for supporting changes to the NANC LNP Provisioning Flows and forward it to the FCC Wireline Competition Bureau with a request that they be adopted.
- A soft copy of the approved Best Practice 67 and the entire NANC LNP Provisioning Flows package containing the LNPA WG’s recommended revisions are embedded here. Please refer to Figure 1 Step 6 and Figure 5 Step 13 in the Flows for the recommended changes that support Best Practice 67.



Approved LNPA WG  
Best Practice 67.doc



NANC\_OPS\_Flows\_N  
arratives v4.1 (04-16)

==== *End of Report* ====

## Appendix A

### LNPA WG Best Practices Document

Item Number	67
Topic:	Processing Interval for Simple, Non-Simple, Porting Project and Customer Service Records (CSR)
Date Logged	10/21/2010
Date Modified	5/10/2011
Related Regulation / Document Ref	FCC 09-41, FCC 10-85, FCC 03-284A1
Related Issue	<p><b>Simple Port:</b> Per FCC Order 09-41 Service Providers are required to support a 1 business day order to port interval for simple LNP ports. By definition, simple port allows for a minimum requested due date of 1 business day (4 hour Firm Order Confirmation [FOC] plus 1 or 2 day due date).</p> <p><b>Non Simple Port:</b> Service Providers have different definitions and thresholds associated to non simple LNP ports which requires the Old Service Provider to process within a minimum requested due date of 4 business days (1 day Firm Order Confirmation [FOC] plus 3 day due date). The due date of the first TN ported in an NPA-NXX is no earlier than five (5) Business Days after FOC receipt date.</p> <p><b>Project Port:</b> Typically Old Service Providers define an LNP project as a LNP request that is above the maximum non simple port LNP order threshold. LNP orders that are defined as a project order result in longer FOC and due date intervals. Due dates and processing timelines lack definition and are often negotiated with the Old Service Provider. In addition to the lack of interval standardization, FCC Order 09-41 did not establish standard minimum thresholds in terms of the quantity of TNs that could be considered a LNP project. The result is that a number of Service Providers have established minimum thresholds of TNs, some as low as 2, that are not candidates for the 4 day non-simple porting interval.</p> <p>This proposed Best Practice seeks to reach consensus at the LNPA Working Group on an acceptable least common denominator in order to do the following:</p> <ol style="list-style-type: none"> <li>1. Remind Service Providers of their obligation to return a Firm Order Confirmation (FOC) or an appropriate error message for all simple wireline and intermodal ports within 24 hours (excluding weekends and holidays) as directed in FCC 03-284A1 and as previously set forth in Best Practice 47 now superseded by Best Practice 67.</li> <li>2. Re-affirm earlier consensus of the LNPA WG that the 4 hour Firm Order Confirmation (FOC) response to simple wireline and intermodal ports with</li> </ol>

shortened intervals as mandated by FCC 09-41 starts when a complete and accurate LSR is received by the Old Service Provider or is received by the agent/service bureau/clearing house of the Old Service Provider as previously set forth in Best Practice 62 now superseded by Best Practice 67. Also see Chart 1 & 2.

3. Establish the minimum quantity of TNs on a port request that can be considered a “project” by the Old Service Provider for which the **due date** can be negotiated between the Old and New Service Providers and not necessarily a candidate for the 4 business day non-simple porting interval.
4. Establish the minimum quantity of TNs on a port request that can be considered a “project” by the Old Service Provider for which the response to the Local Service Request (LSR) (either the Firm Order Confirmation [FOC] or Reject, whichever is applicable) can exceed 24 clock hours.
5. Establish the minimum quantity of TNs on a requested Customer Service Record (CSR), if applicable, for which the return of the CSR to the requesting New Service Provider can exceed 24 clock hours and be negotiated between the Old and New Service Providers.

Recommended Change to Requirements?

See below.

Submitted by

LNPA WG

Decisions / Recommendations

For simple wireline and intermodal ports as described in Best Practices 47 and 62 respectively, it is the intent of the LNPA WG to consolidate the information and present it as follows in its condensed form. Further, for non-simple ports, it is the position of the LNPA WG that the following **minimum** thresholds and processing timelines shall apply. NOTE: The following are subject to applicable state guidelines and unless otherwise negotiated between the involved Service Providers.

	TN QTY on Request	FOC Return (hrs)	Port Interval (Bus Days)	Total Port Interval (Bus Days)
Simple (Chart 1 & 2)	1	4	1 or 2 (When requested by New Service Provider)	2
Simple extended due date	1	24	3 (When requested by New Service Provider)	4
Non simple port	1-50 (Notes 2,4)	24	3	4
Project	51+	Negotiated by Involved Service Providers	Negotiated by Involved Service Providers (Note 5)	Negotiated by Involved Service Providers (Note 5)


The following **minimum** thresholds shall apply for requested Customer Service Records (CSRs), when applicable. These are also subject to applicable state guidelines and unless otherwise negotiated between the involved Service Providers.

QTY OF TNs ON CSR	CSR RETURN INTERVAL (CLOCK HOURS – Note 1)
1-50	24 (Note 3)
51-200	48 (Note 3)
>200	72 Note 3)

NOTE: This Best Practice is not intended to imply or encourage Service Providers to lower their minimum thresholds if they currently support higher quantities of TNs that can be ported within the 4 business day non-simple porting interval, nor is it meant to encourage Service Providers to withhold issuing the FOC or CSR if they currently respond in a timeframe quicker than is outlined above. It is only intended to require Service Providers to support a higher threshold of TNs if they currently only support less than the established thresholds described above. Service Providers that currently support higher thresholds of TNs for non-simple ports are encouraged NOT to initiate changes to their systems and processes in order to lower them.

Note 1: Excluding weekends and Old Service Provider Company Holidays

Note 2: One TN in this context would be an LSR for a Non-Simple port of a single TN, e.g., a port of a single TN from a multi-TN account.

Note 3: These CSR return times are subject to the New Service Provider selecting a delivery method that can meet these intervals, if the New Service Provider is given such options.

Note 4: The intervals for TN counts of 1-50 above apply for multiple TN accounts when the entire account of TNs is being ported. When partial accounts of complex services are being ported, e.g., MLHG, ISDN, DID, PRI, Centrex, etc., and the remaining block of TNs must be rebuilt by the porting out Service Provider, this will be considered a “project” subject to negotiation by the involved Service Providers per the intervals in Note 5.

Note 5: Upon request by the New Service Provider in the port, the Old Service Provider will supply the Project ID and completion date (port Due Date) of the entire project within 72 clock hours (see Note 1). This information will be included on the LSR submitted by the New Service Provider. Once the LSR is received by the Old Service Provider, the FOC must be returned to the New Service Provider within 72 clock hours (see Note 1). The project completion date interval (port Due Date) will be no longer than 15 business days from receipt of the LSR unless otherwise requested by the New Service Provider or negotiated by the Old Service Provider.

Chart One:

Chart Two:



Chart\_1\_Simple\_Port  
\_LSR\_and\_FOC\_Inter



Chart\_2\_One\_Bus\_D  
ay\_LSR-FOC\_DD\_Tim

## Appendix B

### Port Type Determination

Figure 1

<u>Flow Step</u>	<u>Description</u>
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<p>6. (Optional) NLSP requests CSR from OLSP</p>	<ul style="list-style-type: none"> <li>As an optional step, the NLSP requests a Customer Service Record (CSR) from the OLSP. A service agreement between the NLSP and OLSP may or may not be required for CSR.</li> <li>NOTE: CSRs are not available from wireless carriers.</li> <li>The Old SP shall not require the New SP to have previously obtained a CSR before they will accept an LSR from the New SP. For those New SPs that choose not to obtain a CSR, they understand that there is heightened risk that their LSR may not be complete and accurate. This is not intended to preclude those providers who provide an ordering GUI from including a step involving a real-time CSR pull within that process, as long as an alternate ordering process is available that does not require a CSR being pulled.</li> <li>CSRs, if requested and available, must be returned within 24 clock hours, unless otherwise negotiated between service providers, excluding weekends and Old Service Provider holidays. <b>Exceptions to this requirement are as follows based on the quantity of telephone numbers on the CSR request:</b></li> </ul> <p>The following <b>minimum</b> thresholds shall apply for requested Customer Service Records (CSRs), when applicable. These are also subject to applicable state guidelines and unless otherwise negotiated between the involved Service Providers.</p> <table border="1"> <thead> <tr> <th>QTY OF TNs ON CSR</th><th>CSR RETURN INTERVAL (CLOCK HOURS – Note 1)</th></tr> </thead> <tbody> <tr> <td>1-50</td><td>24 (Note 2)</td></tr> <tr> <td>51-200</td><td>48 (Note 2)</td></tr> <tr> <td>&gt;200</td><td>72 (Note 2)</td></tr> </tbody> </table> <p>Note 1: Excluding weekends and Old Service Provider Company Holidays</p> <p>Note 2: These CSR return times are subject to the New Service Provider selecting a delivery method that can meet these intervals, if the New Service Provider is given such options.</p> <ul style="list-style-type: none"> <li>Any of the end user validation fields required by the Old SP on an incoming LSR must be available on the CSR, excluding end user requested and assigned password/PIN.</li> <li>Only passwords/PINs requested and assigned by the end user may be utilized as an end user validation field on an incoming LSR by the Old Network Service Provider/Old Local Service Provider. Any service provider assigned password/PIN may not be utilized as a requirement in order to obtain a CSR.</li> </ul>	QTY OF TNs ON CSR	CSR RETURN INTERVAL (CLOCK HOURS – Note 1)	1-50	24 (Note 2)	51-200	48 (Note 2)	>200	72 (Note 2)
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## Appendix B

### Wireline Non-Simple Port LSR/FOC Process

Figure 5

<u>Flow Step</u>	<u>Description</u>												
13. ONSP sends FOC to NNSP	<ul style="list-style-type: none"><li>• ONSP sends the Firm Order Confirmation (FOC, local response) to the NNSP for the porting LSR.</li><li>• For wireline to wireline service providers, and between wireline and wireless service providers, the requirement is that the FOC is returned within 24 clock hours, excluding weekends and Old Service Provider-defined holidays. It is the responsibility of the ONSP to contact the NNSP if the ONSP is unable to meet the 24 clock hour requirement (excluding weekends and Old Service Provider-defined holidays) for transmitting the FOC. If the FOC is not received by the NNSP within 24 clock hours (excluding weekends and Old Service Provider-defined holidays), then the NNSP may contact the ONSP.</li><li>• The due date of the first TN ported in an NPA-NXX is No earlier than five (5) Business Days after FOC receipt date. Any subsequent port in that NPA NXX will have a due date No earlier than three (3) Business Days after FOC receipt.</li><li>• Exceptions to these FOC and due date requirements are as follows based on the quantity of telephone numbers on the LSR:</li></ul> <p>The following <b>minimum</b> thresholds shall apply for when an Old Service Provider in a port can consider the request to be a project and not necessarily a candidate for the 24 clock hour Firm Order Confirmation (FOC) requirement and a 4 business day overall non-simple porting interval. NOTE: The following are subject to applicable state guidelines and unless otherwise negotiated between the involved Service Providers.</p> <table><tr><th>QTY. OF TNs ON LSR</th><th>FOC RETURN INTERVAL (CLOCK HOURS – Note 1)</th><th>PORT INSTALLATION INTERVAL (BUSINESS DAYS)</th><th>TOTAL PORT INTERVAL (BUSINESS DAYS)</th></tr><tr><td>1-50 (Notes 2, 3)</td><td>24</td><td>3</td><td>4</td></tr><tr><td>&gt;50 (Note 3)</td><td>NEGOTIATED BY INVOLVED SERVICE PROVIDERS (Note 4)</td><td>NEGOTIATED BY INVOLVED SERVICE PROVIDERS (Note 4)</td><td>NEGOTIATED BY INVOLVED SERVICE PROVIDERS (Note 4)</td></tr></table>	QTY. OF TNs ON LSR	FOC RETURN INTERVAL (CLOCK HOURS – Note 1)	PORT INSTALLATION INTERVAL (BUSINESS DAYS)	TOTAL PORT INTERVAL (BUSINESS DAYS)	1-50 (Notes 2, 3)	24	3	4	>50 (Note 3)	NEGOTIATED BY INVOLVED SERVICE PROVIDERS (Note 4)	NEGOTIATED BY INVOLVED SERVICE PROVIDERS (Note 4)	NEGOTIATED BY INVOLVED SERVICE PROVIDERS (Note 4)
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	<p>Note 1: Excluding weekends and Old Service Provider Company Holidays</p> <p>Note 2: One TN in this context would be an LSR for a Non-Simple port of a single TN, e.g., a port of a single TN from a multi-TN account.</p> <p>Note 3: The intervals for TN counts of 1-50 above apply for multiple TN accounts when the entire account of TNs is being ported. When partial accounts of complex services are being ported, e.g., MLHG, ISDN, DID, PRI, Centrex, etc., and the remaining block of TNs must be rebuilt by the porting out Service Provider, this will be considered a “project” subject to negotiation by the involved Service Providers per the intervals in Note 4.</p> <p>Note 4: Upon request by the New Service Provider in the port, the Old Service Provider will supply the Project ID and completion date (port Due Date) of the entire project within 72 clock hours (see Note 1). This information will be included on the LSR submitted by the New Service Provider. Once the LSR is received by the Old Service Provider, the FOC must be returned to the New Service Provider within 72 clock hours (see Note 1). The project completion date interval (port Due Date) will be no longer than 15 business days from receipt of the LSR unless otherwise requested by the New Service Provider or negotiated by the Old Service Provider.</p> <ul style="list-style-type: none"><li>• It is assumed that the porting interval is not in addition to intervals for other requested services (e.g., unbundled loops) related to the porting request. The interval becomes the longest single interval required for the services requested.</li><li>• The LSR/FOC process is defined by the Ordering and Billing Forum (OBF) and the electronic interface by the Telecommunications Industry Forum (TCIF). The information required on the FOC may vary based on the carriers involved.</li></ul>
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